



DEPARTMENT OF THE AIR FORCE
AIR FORCE LOGISTICS MANAGEMENT AGENCY

LETTER REPORT
CONTRACTING DEPLOYMENT CUSTOMER GUIDE
PROJECT MANAGER: CAPT TOM SNYDER
TEAM MEMBERS:
MAJOR JOHN PERRY, CAPT ROBBIN VAUGHN,
SMSGT JOSE MEDINA, MSGT LISA ROGERS,
AFLMA PROJECT NUMBER: LC9619100
DECEMBER 1996

BACKGROUND: The number and duration of contingency contracting taskings have increased dramatically over the last few years. This increase means that fewer contracting officers are available to deploy to each contingency site. As a result, the contracting personnel on-site have less time to assist functional area deployed personnel with instruction in the contracting process. Additionally, functional area personnel deployed in a contingency situation are typically not well versed in dealing with contracting personnel and the process.

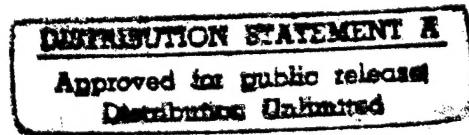
At the 1996 Air Force Contingency Contracting Conference, the functional managers from the major commands expressed the need to develop a Customer Guide for contingency deployments which would standardize, simplify, and streamline the support our Contingency Contracting Officers (CCOs) provide to our customers.

PROBLEM STATEMENT: In lieu of requiring a deployed contracting officer to train individual customers on the process, a customer support brochure or guide was needed to explain to customers how best to obtain the contracting support they need in a contingency environment.

OBJECTIVES: The objective of this effort was to develop a guide for contracting customers which addresses purchase requests and statements of work, types of contracts available, customer responsibilities for administration, receipt, and payment for goods and services, as well as definitions and sources for help.

METHODOLOGY: Previous AFLMA reports and guides were reviewed for inclusion of information in this project. Additionally, lessons learned from deployments and "Top Dollar" exercises were reviewed for input. Finally, personal inputs from field offices were solicited for incorporation of material based on past experience.

CONCLUSIONS: This guide will provide ready reference for customers in contingency situations. It should reduce the amount of time CCOs spend training functional personnel on process issues, and reduce the frustrations of customers needing



19970122 003
DTIC QUALITY INSPECTED

immediate support but not knowing how or where to obtain it. Finally, it should reduce the number of crisis purchases by prompting customers to plan for special requirements of surge operations

RECOMMENDATION: Distribute to all Active Duty, Reserve, and Air National Guard bases on disk so offices may print hardcopies for distribution to customers. (OPR SAF/AQC)

DISTRIBUTION: Refer to attached Standard Form 298

REPORT DOCUMENTATION PAGE

FORM APPROVED
OMB No. 0704-0188

Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Washington Headquarters Services, Directorate for Information, Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204 Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington DC, 20503

1. AGENCY USE ONLY (Leave Blank)	2. REPORT DATE	3. REPORT TYPE AND DATES COVERED	
	December 1996	Letter Report	
4. TITLE AND SUBTITLE Contracting Deployment Customer Guide		5. FUNDING NUMBERS	
6. AUTHOR(S) Capt Thomas J. Snyder, AFLMA/LGC, DSN 596-4085		8. PERFORMING ORGANIZATION REPORT NUMBER LC 9619100	
7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES) Air Force Logistics Management Agency/LGC 501 Ward Street Maxwell AFB, Gunter Annex AL 36114-3236		10. SPONSORING/MONITORING AGENCY REPORT NUMBER	
9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS(ES) SAF/AQC 1060 Air Force Pentagon, Washington, D.C. 20330-1060		12a. DISTRIBUTION/AVAILABILITY STATEMENT Distribution Statement A: Approved for public release; distribution is unlimited.	
11. SUPPLEMENTARY NOTES			
12b. DISTRIBUTION CODE			
13. ABSTRACT (Maximum 200 Words) The number and duration of contingency contracting taskings has increased significantly in recent years. This increase taxes the ability of deployed Contingency Contracting Officers to provided functional area deployed personnel with instruction in the contracting process. In lieu of requiring a deployed contracting officer to train individual customers on the process, the customer support guide provides the necessary explanations without straining valuable manpower resources. The Contracting Deployment Customer Guide aids the customer in contingency situations and addresses purchase requests and statements of work, types of contracts available, customer responsibilities for administration, and receiving and paying for goods and services.			
14. SUBJECT TERMS Contingency, Contracting, Deployment, Contractor, Planning		15. NUMBER OF PAGES 3	
16. PRICE CODE			
17. SECURITY CLASSIFICATION OF REPORT UNCLAS	18. SECURITY CLASSIFICATION OF THIS PAGE UNCLAS	19. SECURITY CLASSIFICATION OF ABSTRACT UNCLAS	20. LIMITATION OF ABSTRACT